PLAIN MORROW TESTING

ILLUSTRATIVE REPORT

Release Readiness Review

A sample of how Plain Morrow Testing would document scope, findings and next actions. This report uses a fictional booking application. It is not a client engagement.

PRODUCT	ENVIRONMENT	DATE
Demo booking application	Staging demo Desktop Chrome and mobile Safari	November 2026

Executive summary

This illustrative review covers two user journeys. It contains two example functional findings and one usability observation. The high-priority example interrupts booking confirmation. The medium-priority example leaves a password reset request without feedback.

HIGH	MEDIUM	OBSERVATION
1	1	1

Coverage and exclusions

JOURNEY	ENVIRONMENT	SAMPLE RESULT
Book an appointment	Desktop Chrome, mobile Safari	F-01 and O-01
Reset a password	Desktop Chrome	F-02
Outside sample	Other browsers and devices	Payment processing, security, load and accessibility certification

This sample demonstrates reporting format only. It does not describe a real client, real product or completed Plain Morrow engagement.

Example findings

Confirmed bugs are separated from observations and include the detail needed to reproduce and discuss the issue.

F-01 / HIGH PRIORITY

Booking confirmation is missing after payment

Environment	Mobile Safari - demo staging build
Steps to reproduce	1. Choose an available appointment. 2. Complete the demo checkout. 3. Return to the booking flow.
Expected result	A confirmation page displays the booking reference.
Actual result	The confirmation area is blank.
Customer impact	A customer may pay but lack visible confirmation or a reference.
Suggested next action	Inspect the post-checkout redirect and confirmation state. Retest the full booking flow after the fix.

Evidence in a real report: an annotated screenshot or short recording with sensitive information removed. No screenshot has been fabricated for this demo.

F-02 / MEDIUM PRIORITY

Password reset gives no confirmation after submission

Environment	Desktop Chrome - demo staging build
Steps to reproduce	1. Open password reset. 2. Enter a valid demo account email. 3. Select Send reset link.
Expected result	The page explains that a reset link has been requested.
Actual result	The form clears without feedback.
Customer impact	Users may repeat the request or abandon account recovery.
Suggested next action	Add clear, privacy-safe confirmation text and verify the submission state.

Observation and priority

O-01 / USABILITY OBSERVATION

Available dates are hard to distinguish

The calendar uses similar colours for available and unavailable dates. During the illustrative journey, this could make appointment selection slower. This is an observation about clarity, not a confirmed functional bug.

Suggested next action: Use stronger visual distinction and a text label for unavailable dates. Review with actual users before treating it as a measured usability outcome.

How priority is assigned

RATING	PLAIN-LANGUAGE MEANING
High	Blocks or seriously disrupts an important journey.
Medium	Meaningful friction or an incomplete outcome, with a possible workaround.
Low	Limited impact or a narrow condition that still deserves a tracked fix.
Observation	A possible experience improvement, distinct from a confirmed bug.

Priority combines customer impact, likelihood and available workarounds. The final priority should be discussed with the product team. A scoped review does not prove that a product has no other defects.